

CUSTOMER SERVICE STATISTICS

JANUARY - DECEMBER 2006

Month	# Hotline Calls Received	Total # of Pieces of Returned Mail [#]
January	11,788	1,186
February	10,625	1,160
March	11,965	2,785
April	11,017	1,202
May	13,199	1,519
June	13,669	1,113
July	13,466	693
August	17,595	1,218
September	15,730	1,762
October	16,538	913
November	11,785	1,578
December	10,635	994
TOTAL	158,012	16,123

Hotline Calls: Calls to KidsCare Hotline that were answered during the month.

Returned Mail: Returned mail includes all types of mail returned by the post office that has to be researched and discrepancies resolved.